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Agenda
Taxicab Advisory Group (TAG)
Tuesday, January 26, 2010, 2:30 pm
140 West Flagler Street, Room 908
Miami, FL 33130

- 1. Welcome and Introductions**
- 2. Minutes of the October 26, 2009 meeting**
- 3. Taxicab Chauffeur of the Quarter (4th Qtr 2009)**
- 4. Taxicab Chauffeur of the Year 2009**
- 5. Taxicab Stand Report**
- 6. Standardized Reporting Technique**
- 7. Technology Standards**
- 8. Frequency of Inspections**
- 9. Illegal Operations in Homestead area**
- 10. Adjournment**

2010 Meeting Dates: (4th Tuesdays at 2:00 pm)

April 27, 2010

July 27, 2010

October 26, 2010

Delivering Excellence Every Day

Minutes of Special Meeting - Taxicab Advisory Group (TAG)
October 26, 2009 - 2:00 PM
140 W. Flagler Street, Room #908

Members Present:

Les Eisenberg
Diego Feliciano
Jerry Moskowitz
William Samek, Ph.D.
Dawood Akhtar
Ilene Hyams
Robert Singer
Monica Beltran
Fred Wong

PSC Principal
License Holder
PSC Principal
Chairperson/Consumer
Chauffeur
Office of ADA Coordination Representative
Consumer
MIA
Seaport

Member Absent:

Eugenio Rivas
Rolando Aedo

Chauffeur
GMC & Visitors Bureau

Staff Present:

Joe Mora
David Iglesias
Raul Gonzalez
Nancy Perez
Bridgette Newsome

Director, PTRD
Legal Advisor
SPA2
Senior Executive Secretary, CSD
Secretary, PTRD

Dr. Samek called the meeting to order, welcomed everyone and stated that there was a correction on the Minutes of 10/5/09. After the sentence, "Drivers would pay \$200 entry fee and pay no money for the medallion", a new sentence was added; "no suggestion was being made as to what the County fees would be in the future". Mr. Moskowitz moved to accept the minutes subject to corrections, seconded by Mr. Akhtar and approved by all.

South Dade Underserved Area: Mr. Akhtar made a motion that all lottery underserved and SMART cabs should be released to go everywhere and owners may sell to anyone. This was seconded by Mr. Eisenberg.

Mr. Eisenberg said that in his research, he noticed degradation in service, not only in the north and south Dade areas, but in the city of Miami at certain times of the day and he suggested that by releasing those cabs they could work longer hours.

Mr. Mora said that the rationale behind the creation of the underserved and SMART areas was to provide service and he was concerned that by removing the restrictions those areas would be impacted. He said that the expansion of the boundaries was to assist drivers in making additional revenue.

Mr. Moskowitz said that he would support removing restrictions over a specified time period and not all at once. He also said that if they became go-anywhere cabs, the drivers should have to pay the difference for the medallion. Ms. Beltran said that the over-abundance of

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cabs at the airport is detrimental to the drivers. The more that cabs go to the Airport, the longer the wait and the less revenue for the driver. Oftentimes when the driver gets to the Airport, the lot is closed.

Mr. Akhtar said that drivers go to the Airport because they cannot find work in their areas and he did not think it was fair to restrict 23 out of over 2000 cabs from working at the Airport.

Mr. Moskowitz suggested that maybe they could forego payment of the \$5,000 by not going to the Airport. Ms. Hyams said that Commissioners want service in their areas so whatever is decided, the constituents should be assured of service.

Mr. Mora handed out a paper showing the two (2) options and five (5) requirements. Staff suggested drivers working odd and even or alternate days, go anywhere except the Airport, or have two drivers to each cab, which would allow creation of a night shift. He said working odd and even days would reduce the amount of cabs in the area to allow drivers to get more revenues and still maintain service.

Dr. Samek and Ms. Hyams questioned the presence of illegals in the area and Mr. Akhtar said that illegal operations are not a big problem at this time.

Mr. Mohammad, one of the underserved area drivers, said that not all cab drivers would want to work at the Airport and some will not leave the underserved areas because they live there.

Mr. Puentes stated that taxicab presence in the area should be promoted but he did not agree with releasing all cabs from the underserved areas. One person asked how it was that Mr. Eisenberg reported 2800 calls going unanswered and there are cab drivers complaining that there is no work.

Mr. Feliciano stated that the reason the calls go unanswered involved problems connected with 24 hour dispatching, not allowing transfer of licenses to anyone and the inability of drivers to incorporate. He said that regular drivers work 8 hours/day and cannot afford to place another cab in service; only garage operators who run 24-hour service, repair cars, etc. are able to answer the calls. He also recommended the slow release of drivers from the underserved areas so that service would be guaranteed.

Mr. Mora said that if some of the drivers were released, the others would say that it was unfair to them.

Mr. Moskowitz said that if the cabs could be sold to anyone, an investor would find people to drive the cabs 24 hours/day in the area and resolve the underserved area issue.

Commenting on radio dispatch, Mr. Moskowitz said that he had drivers who do not want radio service because they cannot communicate well on the radio; they would rather sit at a hotel or the Airport and he stated that if they are forced to pay for radio service, there would be a problem.

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Mr. Terry Eisenberg said that staff's proposal of odd and even is good in that drivers would be allowed to go into other areas and the system would still remain intact. He suggested that north and south boundaries be eliminated and if not, allow drivers to serve their desired areas. For example, if a driver lives in the south, he should be allowed to serve in the underserved and surrounding areas and the same for drivers who live in the north, with the caveat that they remain in one of the underserved areas.

Mr. Mora said that enforcement would be difficult but modifications could be made.

Ms. Hyams moved to call the question on Mr. Akhtar's motion, which was seconded by Mr. Feliciano. Mr. Akhtar repeated the motion which stated that all North and South Dade lottery medallions should be released countywide, including the Airport, and licenses could be sold to anyone. If the license holder had a different price from the regular medallion price, he would pay the difference.

The motion to call the question was moved and seconded and the motion was called. Three voted in favor and six opposed. The motion failed.

Mr. Feliciano moved to accept #2 of staff's proposal (odd/even days), to allow the medallion holder to transfer after five (5) years, to any eligible applicant who will provide taxicab service for 24 hours in his restricted area, using 24 hour radio dispatch. This license can be incorporated, transferred or sold to anyone and that technology (GPS, camera, radio dispatch, credit card slider) be part required for the new owner of the license. Also, to adopt nos. 1, 2, and 5 of staff's recommendations, with modifications to nos. 1 (to read 'upon sale') and 2 (increase fine to \$500).

Ms. Hyams seconded the motion; however after further discussions, she withdrew the second and Mr. Moskowitz seconded.

Mr. Les Eisenberg stated his concern about bullet #4 which would require PSC's with UA or SMD cabs to dispatch calls to those cabs first. He said that this would impact other drivers who work in the area.

Mr. Puente said that the ordinance states that the license could only be sold to another driver and taxi drivers would not readily accept the change. Dr. Samek said that the driver would benefit because he would get more money at time of sale by selling to an investor. He said the driver/owner system did not provide service in the off hours for much of the County. Mr. Puente did not agree with the statement. Staff asked if the fine would affect the driver or the permit holder. It was agreed that the driver would be responsible.

There was a motion and a second to call the question. The question was called and the vote taken on the motion. The motion passed 8 to 1 favorably.

Mr. Feliciano made a motion to adjourn the meeting. This was seconded and approved by everyone.

CHAUFFEUR NOMINATIONS

October – December 2009

4th Quarter

Nomination #4-1

CR original application 7/28/1981

Citations 1 (Paid) – Complaints 0

In a nomination form submitted to the Consumer Services Department the passenger wrote:

Customer Service: Nominee was very professional and would nominate him again and again if I could.

Driver's Knowledge: Has been a driver for more than 30-years and manager of a taxi company.

Vehicle: Very clean and smell good.

Professional Attire: Well groomed and very neat. The driver was wearing a white shirt.

Nomination #4-2

CR original application 2/27/1979

Citations 1 (Paid) – Complaints 0

In a letter to the Consumer Services Department, the passenger writes:

On October 14th I arrived at Miami International Airport from Norway and picked up a taxi to go to Key Biscayne. The driver was (the nominee).

By mistake, I left my purse in the back seat of the taxi. In the purse was my Norwegian passport, visa, tickets, driver's license, health insurance card, four (4) credit cards, a good amount of money and my cell phone.

After cancelling my cards and reporting the loss to Key Biscayne Police, I contacted your office where Ms. Sandrene Dukes took the case of helping me. And she managed to locate the driver. I only knew his name, no company, number etc.

The nominee returned the purse to me with a big smile on his face, and nothing was missing. It sure makes me feel good to know that there are people like him around, so hones, and also so friendly and service minded. You should be proud of him.

Sincerely yours,

Thordis Lindberg

CHAUFFEUR NOMINATIONS

October – December 2009

4th Quarter

Nomination #4-3

CR original application 10/19/1999

Citations 4 (2 Paid/2 Void) – Complaints 1

In a nomination form submitted to the Consumer Services Department the passenger wrote:

Customer Service: I left my wallet behind in the cab. He gave up his time to return to where he dropped me off to return it personally. I had a trip the same day.

Driver's Knowledge: He requested that I identify the items to insure it was mine and waited patiently for me to verify the information.

Vehicle: Clean.

Professional Attire: Very professional and polite.

Nomination #4-4

CR original application 03/16/2006

Citations 2 (1 Paid/1 Void) – Complaints 0

In a nomination form submitted to the Consumer Services Department the passenger wrote:

Customer Service: He treated me like a regular customer.

Driver's Knowledge: He knew intricate ways of avoiding rush hour traffic.

Vehicle: Unlike most taxi drivers, he treated like his office.

Professional Attire: He was dressed for professional service.

Nomination #4-5

CR original application 04/14/2004

Citations 0 – Complaints 0

In an e-mail to the Consumer Services Department the passenger wrote:

To whom it may concern,

I am sending this email to compliment and commend (the nominee), a taxi driver with HAC license number xxxxx. He drove me from the airport on the 29th of November. I left my purse in his vehicle. He went above and beyond what was required of him in order to find me to get my purse back to me. He called my bank, my gym, my dentist, the library and several other places looking for a way to contact me. Finally, the library took his number and called the number they had for me on file. (The nominee) then drove to my house that evening to deliver the purse to me. He was incredibly diligent as well as kind

CHAUFFEUR NOMINATIONS

October – December 2009

4th Quarter

and respectful. I wanted to thank him by contacting the consumer service department. Please extend my thanks to him and be aware that he is a valuable individual on your team exhibiting the utmost in customer service. If you would like to contact me with any questions or comments, please feel free.

Thank you,
Veronica Reott
786-281-8477

Nomination #4-6

CR original application 10/13/1998

Citations 11 (8 Paid/3 Void) – Complaints 0

In telephone call to the Consumer Services Department a passenger called to commend (the nominee) for providing excellent customer service. The passenger left a bag at the Port of Miami and the driver went back to the port, retrieved the bag and brought it to her at the hotel. For that the customer was very grateful.

Nomination #4-7

CR original application 08/13/1990

Citations 1 (Not guilty at hearing) – Complaints 0

In telephone call to the Consumer Services Department a passenger called to commend a driver for providing excellent customer service. The passenger left her cell phone in the car and (the nominee) drove back to the hotel to return it.

Nomination #4-8

CR original application 04/08/1997

Citations 0 – Complaints 0

In telephone call to the Consumer Services Department a passenger advised that he was picked up from the Sofitel Hotel and transported to downtown Miami. The passenger left a very expensive cell phone in the cab, and after calling the phone a number of times the nominee finally answered. The chauffeur dropped the phone off at the hotel later on that evening.

Nomination #4-9

CR original application 12/11/2000

Citations 2 (1-Paid and 1- Not guilty at hearing) – Complaints 1

In a letter to the Consumer Services Department, the passenger writes:

I am the founder of The Dolphin Foundation, a 501C 3, that protects, educates, funds and helps sea-animals, their habitats and the environment at large. I am writing the

CHAUFFEUR NOMINATIONS

October – December 2009

4th Quarter

Miami-Dade Consumer Services Department, Passenger Transportation Regulatory Division at 140 West Flagler Street, #904 Miami, Florida 33130 to *compliment* cab driver, (the nominee) for excellent service.

On Thanksgiving Day weekend, (the nominee) helped me in an emergency situation by both saving my life from heavy traffic and delivering me to an important interview. The interview was on a Sunday at 9-a.m. for radio station 90.5 WVUM and my eye was extremely red and sensitive to light and often stayed closed due to an eye infection from debris on a litter clean-up days before Thanksgiving. On Thanksgiving Day proper, I actually called the ambulance to take me to Bascom Palmer's Emergency Room. [My eye, by the way, made a full recovery since.] And (the nominee) picked me up (seeing that my eye was injured and I needed to be safe) from the outskirts of Miami International Airport where traffic flow was insane that early Thanksgiving Day weekend morning roadside *without hesitation*. He understood the danger I was in and came directly to me *to first help me* without me flagging him.

While other cab drivers passed me by, the cab driver I am submitting for recognition to your staff today, (the nominee), I strongly feel deserves positive attention regarding his super actions. I was abruptly and without choice dropped off by a previous cab driver who had an "emergency" and left me in a dangerous spot, though he said I would be safe there and I wasn't.

In this New Year, I hope to celebrate cab drivers in Miami for better appreciating pedestrians as well as their customers. (the nominee) for me is an excellent example of how a cab driver should act, from his heart. The money was not the first thing on his mind, humanity was. No matter what, (the nominee) is an excellent cab driver and person for literally 'Making My Day.'

Thank you for considering cab driver (the nominee) for being excellent. I appreciate him and am glad he is driving in our town. Please let him know that he did 'Great!'

Sincerely,

L Powers

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

First Quarter 2009

Nomination #1-8

CR original application 08/20/1987

Citations 3 (2 Paid – 1 Void) - Complaints 0

In a letter submitted to the Consumer Services Department by a passenger, the passenger wrote:

During my visit to Miami on February 1st, 2009 I was walking somewhere on 10th Street close to the beach and I accidently dropped my wallet. I thought that I could have lost my expenses for this month. Fortunately, (the nominee) Taxi 1305 or 11305, I'm not sure found it. He called my insurance company and tried to get my number to reach me. Then my insurance agent contacted me and (the nominee) kindly returned my money and all the belongings in my wallet back.

It makes me very content and hopeful that there still is someone who is very honest in the society now-a-days. So I wrote this letter to thank (the nominee) and your company for having such an honest and very wonderful person.

This letter is an appreciation letter from me to the company for him, thanks for having such an honest taxi driver like the nominee working in your company. So please accept my sincerest gratitude for the wonderful help and service you and your employee provide us.

Samaisawad Kajchapanot
Tampa, Florida

Second Quarter 2009

Nomination #2-2

CR original application 05/09/1991

Citations 9 (1 Paid – 1 Not Guilty after Hearing – 7 Void) – Complaints 6

Ten (10) nominations were received for this chauffeur.

In a letter to the Passenger Transportation Regulatory Division, the passenger wrote:

I wish to commend a driver for outstanding service.

On the 23rd of March I arrived at Miami airport and needed transport to an airport hotel. I was very fortunate to have (the nominee) being the driver that drove myself and my husband to the hotel in Miami. I had a long flight, was very tired. It was very late at night and I left my purse with all my cards in the cab. I was extremely upset and worried about leaving my purse.

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

That did not last long as (the nominee) turned his cab around at the airport and delivered my purse back to me at the hotel. It was only at my insistence that he would accept a tip for his trouble.

It is actions like this that restores faith in human nature, and as a regular traveler to America, it leaves me with a great feeling about traveling in your country.

Please accept my sincere thanks to the transportation department for such outstanding people in their employ.

Julie Saxon

The next four nominations were submitted from representatives of the same company who were traveling together.

Customer Service: Wonderful
Driver's Knowledge: Extremely well
Vehicle: Clean
Professional Attire: Great

Customer Service: Wonderful
Driver's Knowledge: Extremely well
Vehicle: Clean and well kept
Professional Attire: Great

Customer Service: Wonderful
Driver's Knowledge: Extremely well
Vehicle: Clean
Professional Attire: Great

Customer Service: The best I have ever received
Driver's Knowledge: Learned things I never knew before
Vehicle: Clean, well maintained
Professional Attire: Great, very professional

Additional nomination forms were received from passengers:

Customer Service: Wonderful service
Driver's Knowledge: Helped me by providing the correct address for my destination
Vehicle:
Professional Attire: very nice pants.

Customer Service: Very pleasant accommodations
Driver's Knowledge: Familiar with Miami Springs
Vehicle: Very clean
Professional Attire: Dress shirt and slacks

Customer Service: Excellent and prompt service
Driver's Knowledge: Knows the address where I was going
Vehicle: Clean and neat

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

Professional Attire: Business casual, clean and neat

Customer Service: Very pleasant service. (Nominee) helped with luggage and door

Driver's Knowledge: Knew how to get to destination in shortest time

Vehicle: Very clean with nice air conditioning

Professional Attire: very nice attire

Customer Service: Excellent, great communicator, pleasure to ride with

Driver's Knowledge: Pointed Miami history along the ride

Vehicle: Clean, signs good, cool ride

Professional Attire: Dressed as a professional

Third Quarter 2009

Nomination #3-3

CR original application 07/08/1992

Citations 0 – Complaints 0

In a letter to the Passenger Transportation regulatory Division, the passenger writes:

Dear Sirs,

I am writing this letter to recognize the ultimate professionalism of (the nominee), a driver for Central cab.

On a recent vacation to South Beach, on the night of August 4, 2009, (the nominee) provided a short, pleasant, safe and uneventful ride to a local hotel restaurant. Upon exiting the cab, I quickly realized this was all to change.

You see, upon paying the fare, I inadvertently dropped my wallet to the floor. Within minutes, I realized my misfortune but (the nominee) was gone. Its contents included \$600 + dollars, credit card, social security card, priceless family photos of my kids, and my pilot's license & medicals and associated documents. (I am a commercial air line pilot for a major airline)

During my frantic search, numerous cabbies, company dispatchers and the Miami Beach police department all told me my chances of ever retrieving my wallet again was zero percent. But through he actions, concern and determination of (the nominee) he proved them all wrong.

It was not easy. After finding my wallet, listed below are some of the efforts and time (the nominee) demonstrated to see through what he believed was the right thing to do:

- Returned to the restaurant and checked with the hotel lobby to see if I was staying there,
- Searched for me on the internet and out of state phone books,
- Contacted the Miami airport,
- Sent a letter to the address on my driver's license telling me of his discovery and leaving his phone number.

CHAUFFEUR NOMINATIONS

2009 Chauffeur of the Year

This led to a phone conversation and the return of my wallet. All this for a man he only met for 10-minutes. My family and I will always be grateful to (the nominee).

At my airline, we annually recognize those who not only are true professionals and leave a positive image on their company, but reward those who go above and beyond what is required of them in unique situations.

I am writing this to you to acknowledge/nominate (the nominee). My family and I certainly feel that he has met all of these requirements.

In cockpits at 37,000 feet above South Beach, and the remainder of the USA, (the nominee's) efforts and determination are being told from crew to crew. We all agree, the next time we visit South Beach and open that cab door, it is (the nominee) and his smile looking back at us.

Sincerely,

Mike Swenson

Fourth Quarter 2009

To be selected